

FIG. 1

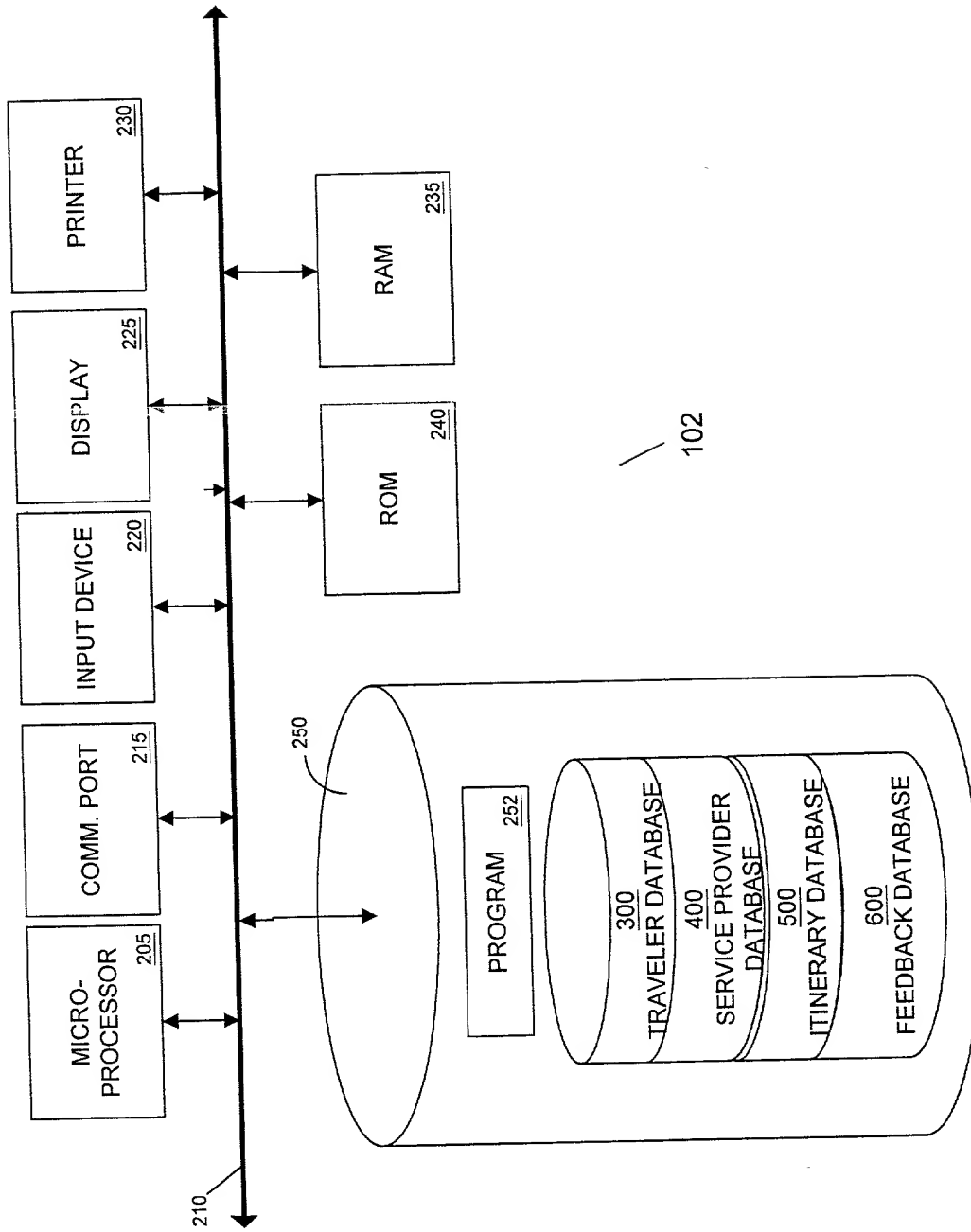


FIG. 2

FIG. 3 is a schematic diagram of a system 300 for managing travel preferences. The system 300 includes a database 302, a user interface 304, and a processing unit 306. The database 302 stores travel preferences for multiple users. The user interface 304 allows users to input their travel preferences. The processing unit 306 manages the travel preferences stored in the database 302.

TRAVELER IDENTIFIER	TRAVELER NAME	CONTACT INFORMATION	TRAVEL ORGANIZATION	TRAVEL PREFERENCES
		302	304	306
T1001	JENNIFER JAMES	32 GARDEN RD. NEWTOWN, USA	COMPANY HQ	United Air; Aisle seat; vegetarian meal
T1002	MIKE SMITH	MSMITH@ISP.COM	R&D GROUP	American Air; FF# 123455; Aisle; Marriott Hotel
T1003	JAMES WHITE	JWHITE@COMP.COM	WASHINGTON OFFICE	Aisle seat; non-smoking
T1004	SUSAN STONE	STONE@COMP.COM	LATIN AMERICA OFFICE	United Air; Hertz Rental car; Marriott Hotel
T1005	KEVIN DOWNS	KEVIN@COMP.COM	COMPANY HQ	non-smoking

FIG. 3

SERVICE PROVIDER IDENTIFIER 402	SERVICE PROVIDER NAME 404	CONTACT INFORMATION 406	SERVICE PROVIDER TYPE 408
S1001	UNITED AIRLINES	32 Garden St. Anytown, MI	AIRLINE
S1002	LUFTHANSA	msmith@lufthansa.com	AIRLINE
S1003	HERTZ	ljones@hertz.com	CAR RENTAL
S1004	BUDGET	111 Main St. Boca Raton, FL	CAR RENTAL
S1005	MARRIOTT HOTEL	kmason@marriott.com	HOTEL
S1006	HOLIDAY INN	45 Elm St. New York, New York	HOTEL
S1007	QUINCY TRAVEL SERVICES	121 University Fremont, CA	TRAVEL AGENCY

FIG. 4

600

FEEDBACK IDENTIFIER 602	TRAVELER IDENTIFIER 604	DATE RECEIVED 606	DATE CLOSED 608	SERVICE PROVIDER FEEDBACK DETAILS 610a	SERVICE PROVIDER FEEDBACK DETAILS 610n
F1001	T1003	10/5/00	10/5/00	S1001 (Avg; Hi; Low; Avg; Avg; On Time; Yes; Yes; No; No Comments)	S1005 (Avg; Hi; Hi; Low; n/a; Yes; Yes; Yes; Yes; No; No Comment)
F1002	T1001	10/14/00	10/15/00	S1007 (Avg; Avg; Correct; Yes; Yes; No; No Comment)	S1001 (Low; Low; LowLow; Avg; Late; No; No; Yes; the flight was 6 hours late and my luggage was lost)
F1003	T1002	10/19/00	10/19/00	S1003 (Avg; Avg; hi; Avg; No; No; Yes; My car did not start the second day I had it and no substitute was available)	S1006 (Avg; Avg; Avg; Avg; n/a; Yes; Yes; Yes; Yes; No; No Comment)
F1004	T1003	10/31/00	Open	S1002 (Hi; Hi; Hi; Hi; On time; Yes; Yes; No; The flight crew on the flight was fantastic and extremely helpful. Good job!)	S1005 (Low; Low; Low; Low; Poor; No; No; No; No; Yes; This hotel is located in a dangerous part of town and is extremely low quality for the price. We should use another provider or another location when we travel to this city.)
F1005	T1004	11/4/00	11/9/00	S1001 (Avg; Avg; Avg; Avg; On time; Yes; Yes; no; No comment)	S1006 (Hi; Excellent; Avg; Excellent; n/a; Yes; Yes; Yes; Yes; No; No Comment)

FIG. 6

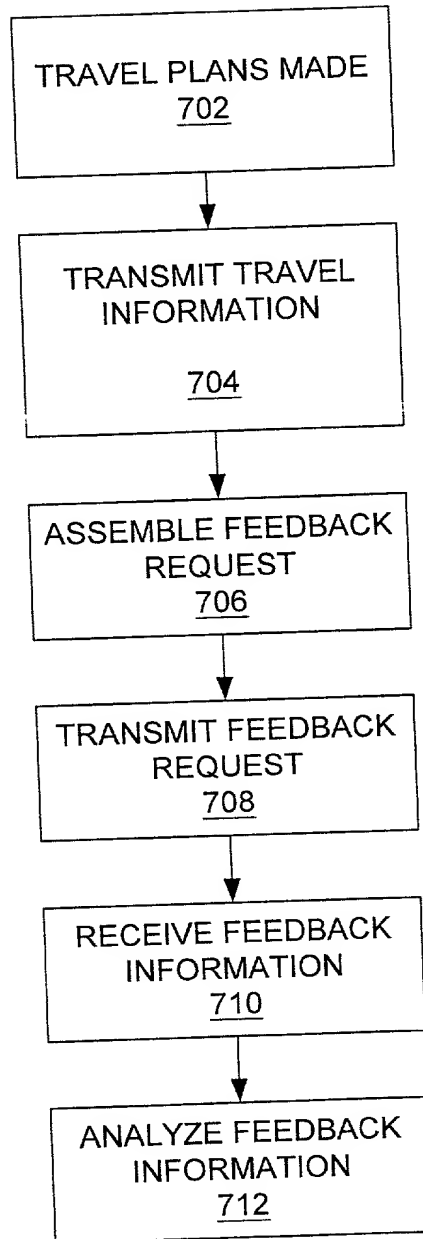


FIG. 7

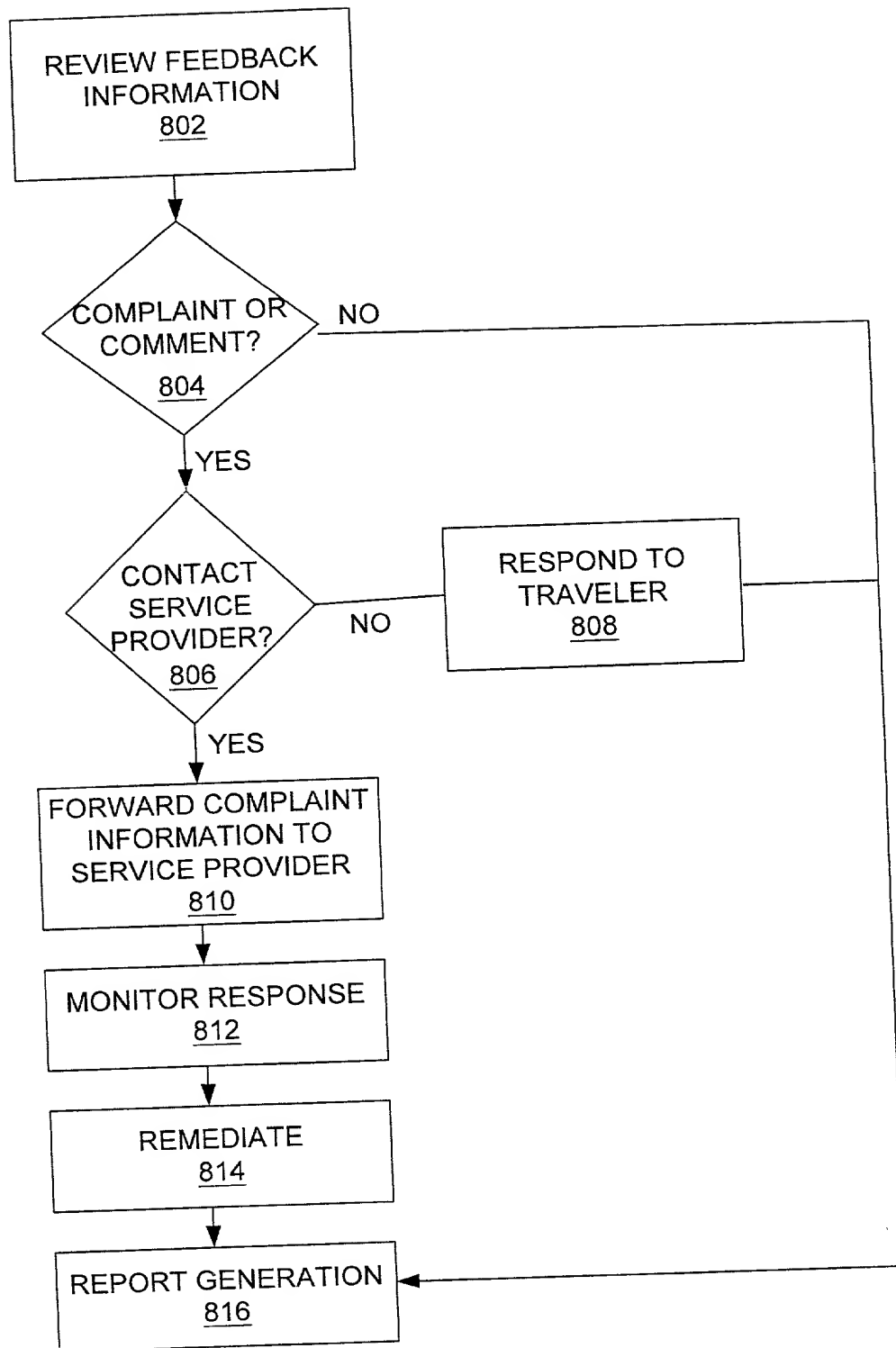


FIG. 8

Carlson Wagonlit Travel Agency - Details - Microsoft Int...

Rate Travel Agency Details

Travel Agency: Carlson Wagonlit Travel

Your Rating

Friendliness and Professionalism of CWT Travel Counselor:

Efficiency of CWT Travel Counselor:

Accuracy of Travel Arrangements:

Was your travel profile accurately entered?

Did you receive your tickets on time?

Did you need to contact CWT customer service?

...the After-Hours Emergency Service Center?

Do you agree that this supplier is Siemens preferred?

Do you want Carlson Wagonlit Travel to respond?

Comments: *required, if YES

Your comments may not exceed 500 characters.

FIG. 9A

US AIRWAYS US 2614 - Details - Microsoft Internet Ex...

Rate Air Details

Flight: US AIRWAYS US 2614
 Date: 01/03/01
 Departure: BDL - HARTFORD BRADLEY
 Destination: BWI - BALTIMORE
 Aircraft: Boeing 737-200

Your Rating

Speed of Check In:

Friendliness of Ground Staff:

Friendliness of Flight Attendants:

Quality of Meal:

Satisfaction level with Type of Aircraft:

Departure / Arrival Time:

Did you receive your preferred seat?

Do you agree that this supplier is Siemens preferred?

Do you want this travel supplier to respond?

Comments: *required, if YES

Your comments may not exceed 500 characters.

FIG. 9B

HAMPTON INNS HAMPTON INN HIGH POI - Details

Rate Hotel Details

Hotel: HAMPTON INNS HAMPTON INN HIGH POINT
Address: 10066 S MAIN ST HIGH POINTARCHDALE NC 27263
Phone: 336-434-5200
Check In - Out: 01/03/01 - 01/06/01
Rate: 73.00 USD / night

Your Rating

Friendliness of Front Desk Staff:
 Speed of Check In:
 Speed of Check Out:
 Cleanliness of Room During Stay:
 Hotel Restaurant's Food Quality:
 Was your reservation in order?
 Was everything in working order?
 Was this hotel close to your business location?
 Is this travel supplier Siemens appropriate?
 Do you want this travel supplier to respond?*

Comments: *required, if YES

Your comments may not exceed 500 characters.

FIG. 9C

NATIONAL CAR - Details - Microsoft Internet Explorer

Rate Car Details

Company: NATIONAL CAR
Pick Up: GREENSBORO HIGHPT, NC (on 01/03/01 at 10:46a
Drop Off: GREENSBORO HIGHPT, NC (on 01/06/01 at 9:30a
Car Type: Car, Intermediate
Rate: Rate is USD 90.00, 300 free miles per day, BR

Your Rating

Friendliness of Staff:
 Speed of Pick Up Procedure:
 Speed of Drop Off Procedure:
 Cleanliness of Rental Car:
 Was your car in working order?
 Was your reservation in order?
 Do you agree that this supplier is Siemens preferred?
 Do you want this travel supplier to respond?*

Comments: *required, if YES

Your comments may not exceed 500 characters.

FIG. 9D

SIEMENS Shared Services - Travel Management - Traveler Feedback - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Messenger

Address http://travel.sc.siemens.com/acst/acst_feedback.cfm?Trip_ID=17443&Name=MICKIEWICZ

Travel Management

Dear MICHAEL A MICKIEWICZ,

Please rate your overall level of satisfaction on your recent business travel from 01/03/01 to 01/06/01. You may also rate every travel supplier in detail. Do this by clicking 'Rate Details' on the right.

Note: Please be aware of last minute changes not receiving consideration in our stored itinerary. If any travel arrangements did not apply, please select 'n/a'. If you select 'Poor' as your overall level of satisfaction, we would like you to rate the specific travel supplier in detail. The same window will appear that you would get by clicking 'Rate Details'.

Travel Agency

Travel Agency	Overall Level of Satisfaction	
CARLSON WAGONLIT TRAVEL	Good	Rate Details

Air

Airline	Flight	Date	From - To	Overall Level of Satisfaction	
US AIRWAYS	US 2614	01/03/01	BDL - BWI	Good	Rate Details
US AIRWAYS	US 3035	01/03/01	BWI - GSO	Good	Rate Details
US AIRWAYS	US 3084	01/06/01	GSO - BWI	Good	Rate Details
US AIRWAYS	US 2623	01/06/01	BWI - BDL	Good	Rate Details

Hotel

Hotel	Check In	Check Out	Overall Level of Satisfaction	
HAMPTON INNS HAMPTON INN HIGH POI	01/03/01	01/06/01	Good	Rate Details

Car

Rental Company	Location	Car Type	Date	Overall Level of Satisfaction	
NATIONAL CAR	GREENSBORO HIGHPT	Car, Intermed	01/03/01	Good	Rate Details

General comments

General comments

Your comments may not exceed 500 characters.

Siemens OC

Please select your Siemens OC

PLEASE SELECT YOUR SIEMENS OC

[Submit Feedback](#)

FIG. 9E